

M4. Code of Conduct for Members

Introduction

1. IHE believes in the powerful and positive impact that independent providers of higher education, professional training and pathways have on the lives of their students, on their staff, on their communities, industries and vocations, and on economies at a local, national and international level. Their very existence and dedication to their distinct missions enrich the UK's higher education sector, expanding student choice and supporting lifelong learning with a varied and interconnected ecosystem of provision, while helping to promote the values of diversity, flexibility, innovation, student focus and collaboration.
2. IHE exists to represent, promote and support these independent providers to unlock their full potential and maximise the positive impact they have on the world around them. We do so primarily through offering sector-leading intelligence and insights, advice and training, a range of forums for discussion and sharing good practice, and by leading the policy conversation and influencing the regulatory and funding environment to protect and enhance the ability of independent providers and their students to thrive.
3. To be a Member of IHE is to join a community shaped by core Values and motivated by a collective belief in the positive impact of our work. We are committed to supporting only those providers who share these Values, who recognise the rights and responsibilities of Membership, and who care about their students and strive wherever possible to put their interests first. We will only admit a new Member if we are satisfied that they are willing and able to uphold, and to be held to, this high standard and can demonstrate this in practice.
4. We take the conduct of Members seriously because the actions of one IHE Member inevitably reflect on all of us, and any misconduct can directly impair our ability to pursue our strategy, to influence and to bring about positive change for our members and for the sector as a whole. This Code of Conduct sets out our expectations on key aspects of business practice, the regulatory environment, student protection and participation in the IHE community (applying equally to all participating staff or other representatives).

Shared values

5. As an IHE Member, you agree to uphold our Values (as defined in Regulation M3), incorporating them as appropriate into your own work, and you endorse our mission to promote these values within UK tertiary education, including by supporting, advising and sharing good practice with new and emerging providers alongside current Members.
6. As an IHE Member, you strive always to act in accordance with our Values and this Code of Conduct, and to do nothing which might bring IHE and its other Members into disrepute.

Ethical business practices

7. As an IHE Member, you behave with honesty, integrity, and professionalism towards your staff and volunteers; your suppliers and partners; your prospective, current and former students; other customers and beneficiaries; government and regulatory bodies; IHE and

other sector bodies; and the general public.

8. As an IHE Member, you take care always to communicate with accuracy and transparency about your courses, admissions processes, student experience, graduate outcomes and any other information relevant to current and prospective students.
9. As an IHE Member, you adopt admissions policies and processes which maintain appropriate academic standards and give students admitted to your courses a reasonable expectation of successfully completing them. Any recruitment activity for your courses is carried out with sufficient care so as to solicit applications only from students who understand, and are willing and able to undertake, the work that is necessary to succeed.

The regulatory environment

10. As an IHE Member, you recognise that appropriate and proportionate regulation offers the scrutiny and public assurances needed to underpin an open, diverse and innovative sector, and you welcome the opportunity to use its associated processes and data in the continual improvement of your own provision and practices.
11. As an IHE Member, you engage and cooperate with government and regulatory bodies as required by law or by commitments you have undertaken voluntarily, and in any case when you consider it to be in the interests of students to do so.
12. As an IHE Member, you use your best endeavours to comply with all applicable laws and regulations of the UK and any other jurisdiction in which you operate.

Student protection

13. As an IHE Member, you will always consider the interests of your students when making decisions which affect them, and where practical and appropriate will seek the views of student representatives in advance of making such decisions.
14. As an IHE Member, you recognise that the interests of your current and former students are best served by the continued success of the provider, and put in place effective financial management and governance oversight which prioritises long-term sustainability.
15. As an IHE Member, you put in place appropriate support for student welfare and wellbeing, and adopt policies and practices which are effective in creating and maintaining a safe and inclusive environment for your students, as well as for staff and visitors.
16. As an IHE Member, you ensure that your students have access to an independent and transparent process for complaints and appeals, and to any applicable statutory ombuds scheme.

Community behaviour

17. As an IHE Member, you treat everyone you interact with in the IHE community (Members, IHE staff and officers, consultants, volunteers and guests) with dignity and respect,

recognising the importance of constructive dialogue even – indeed especially – when someone disagrees with you.

18. As an IHE Member, you will not publicly disclose any private data or other confidential information shared by representatives of IHE or by other Members in the course of IHE meetings, events and communications.
19. As an IHE Member, you are open to learning about and where appropriate adopting good practice from IHE and other Members, and to sharing your own examples of good practice in return.
20. As an IHE Member, you are willing to volunteer for IHE groups, activities and initiatives where possible, and to collaborate with other Members where appropriate and likely to be of mutual benefit.